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12-29-06

PATENT
Attorney Docket No.: 9D-EC-19348

~~3628~~
1FW

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT
Applicants: Ruppelt et al. :
Serial No.: 09/480,589 : Art Unit: 3623
Filed: January 10, 2000 : Examiner: Van Doren, Beth
For: METHOD, SYSTEM, AND :
PROGRAM PRODUCT FOR ON-LINE :
SERVICE CALL SCHEDULING :
:

**Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**

TRANSMITTAL

1. Transmitted herewith is:
Amendment (29 pgs.), in response to Office Action dated July 28, 2005
Transmittal Form (3 pgs.), in duplicate
Return Post Card

STATUS

2. Applicant
 claims small entity status.
 is other than a small entity.

**CERTIFICATE OF MAILING BY EXPRESS MAIL TO
THE COMMISSIONER FOR PATENTS**

**Express Mail No. EV679277324US
Date: December 28, 2005**

I hereby certify that the documents listed above are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. §1.10 on the date indicated above in an envelope addressed to Mail Stop: Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

01/03/2006 DTESSEM1 00000100 012384 09480589
01 FC:1252 450.00 DA

1450.
P. W. Rasche

EXTENSION OF TERM

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(complete (a) or (b), as applicable)

- (a) Applicant petitions for an extension of time under 37 C.F.R. 1.136
(Fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

Extension for response within:	Other than small entity Fee	Small entity Fee (if applicable)
first month	\$ 120.00	\$ 60.00
<input checked="" type="checkbox"/> second month	\$ 450.00	\$ 225.00
third month	\$ 1,020.00	\$ 510.00
fourth month	\$1,590.00	\$ 795.00
fifth month	\$2,160.00	\$1,080.00

Fee: **\$450.00**

If an additional extension of time is required, please consider this a petition therefor.

(Check and complete the next item, if applicable)

— An extension of _____ months has already been secured. The fee paid therefor \$_____ is deducted from the total fee due for the total months of extension now requested.

Extension fee due with this request \$_____

OR

- (b) — Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

FEE FOR CLAIMS

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

	(Col. 1)	(Col. 2)	(Col. 3)	SMALL ENTITY	OTHER THAN SMALL ENTITY
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	ADDITIONAL. RATE FEE	ADDITIONAL RATE FEE
TOTAL INDEP.	84	MINUS 81	= 3	x \$25.00 = \$	x \$50.00 = \$150.00
		MINUS	=	x \$100.00 = \$	x \$200.00 = \$
	— FIRST PRESENTATION OF MULTIPLE DEP. CLAIM			+ \$180.00 = \$	+ \$360.00 = \$
				TOTAL ADDITIONAL FEE \$	OR TOTAL ADDITIONAL FEE \$150.00

- (a) No additional fee for Claims is required

OR

- (b) Total additional fee for claims required **\$ 150.00**

FEE PAYMENT

5. Attached is a check in the sum of \$_____

- Charge Deposit Account No. 01-2384 the sum of **\$600.00**.
A duplicate of this transmittal is attached.

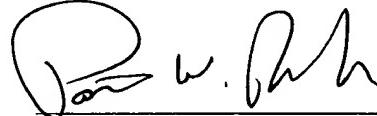
FEE DEFICIENCY

6. If any additional extension and/or fee is required, charge Deposit Account No. 01-2384.

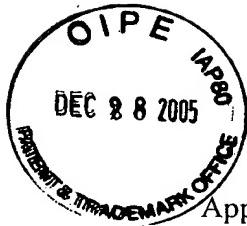
AND/OR

- If any additional fee for claims is required, charge Deposit Account No. 01-2384.

7. Other:



Patrick W. Rasche
Reg. No. 37,916
ARMSTRONG TEASDALE LLP
One Metropolitan Square, Suite 2600
St. Louis, MO 63102
314-621-5070



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AMENDMENT

Sir/Madam:

In response to the Office Action dated July 28, 2005, please amend the above identified application as follows.

01/03/2006 DTESEM1 00000100 012384 09480589

02 FC:1202 150.00 DA